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ABSTRACT

This task-simulation learning module on word processing for secondary and postsecondary teachers and students, the first in a series of eleven task and in-basket simulations, was designed for individualized instruction in office occupations courses, such as introductory business and typewriting. (Each of the modules in the set is marked A, B, or C, representing level of difficulty from, respectively, easy to difficult.) The module is divided into two parts. The first, developed for teacher use, includes the following: teacher instructions; definitions of task and in-basket simulations; objectives (learning tasks); prior student experiences; necessary equipment, supplies, and resources; completion time; method of evaluation; instructions for four simulation tasks; definitions of terminology; pre-test with answer key; answer keys for four learning tasks; and worksheets. The second part, developed for student use, includes the following: objectives (learning tasks); prior student experiences; necessary equipment, supplies, and resources; description of simulation situation; instructions for four learning tasks; and worksheets. (This module was developed to supplement performance objective 74 of the V-TECS [Vocational-Technical Education Consortium of States] Secretarial Catalog. Some related office occupations instructional materials are available in ERIC--see note.) (EM)

ED166443

TASK SIMULATION
WORD PROCESSING
TEACHER
A

WORD PROCESSOR

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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Developed by

Katherine H. Cliatt

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State Department of Education
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Columbia, South Carolina 29201

In Cooperation With

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CE 019 791

PREFACE

These task and in-basket simulations are designed to be used in Introduction to Business, Typewriting, Office Procedures, and Record Keeping.

The simulations were developed by the following office occupations teachers participating in an EPDA workshop:

Mrs. Ethel K. Bernstein – Gaffney High School
Mrs. Geralyn H. Burch – Wilson Area Vocational Center
Mrs. Bleeker S. Cannon – Myrtle Beach
Mrs. Joan T. Caughman – Batesburg-Leesville Area Vocational Center
Mrs. Katherine H. Cliatt – A. C. Flora High School
Mrs. Nancy M. Hawkins – Dreher High School
Mrs. Kay N. Polk – Camden High School
Mrs. Sandra R. Woodard – Lower Richland High School

Special appreciation is extended to Mrs. Pat Chapman and Mrs. Frances Wells of Lexington 1 AVC for testing and editing the materials, to Mrs. Pat Moody for coordinating the project, and to Mrs. Ruth Montgomery for final editing of the simulations.

Anne L. Matthews, State Supervisor
Office Occupations Education

TEACHER INSTRUCTIONS

The task and in-basket simulations have been developed to supplement performance objectives in the V-TECS Secretarial Catalog. The simulations are designed for individualized instruction and can be used in several office occupations courses. Teachers involved in a 1976 EPDA workshop wrote the simulations and tested these materials in their classrooms. Suggested time limits may vary according to the ability and experience of your students.

The level of difficulty is noted on each simulation. "A" indicates an easy simulation, "B" average, and "C" difficult. This rating may vary according to the capabilities of your students. Pre-tests are included in the task simulations.

Students should not write on the simulations. Answer sheets for the in-basket simulations are included in the teacher materials and should be duplicated as needed. The teacher key for in-basket simulations reflects one correct method of listing priorities. Evaluation should be flexible. If a student can justify answers which differ from the suggested answers, they should be accepted as correct. You may prefer to use the in-basket simulations as learning experiences rather than for evaluation purposes.

Teachers should complete each simulation before making assignments to students. You must be familiar with the contents in order to answer questions. Avoid giving too many directions and hints. The purpose of the simulations is to teach your students to think and to make decisions under pressure.

Prior to using the Word Processing simulations, students should be familiar with the list of terms which accompanies each word processing simulation.

DEFINITIONS

A task simulation is an instructional technique in which the learner performs several different tasks. The simulation requires that the learner use previously acquired skills and knowledge in order to complete the tasks. An in-basket simulation is a technique in which a specific position is described and in which the learner is required to make decisions about the priority of each task described in the simulation. In an in-basket simulation, tasks are not performed by the student but are listed in order of priority.

THIS TASK SIMULATION CORRELATES WITH V-TECS PERFORMANCE OBJECTIVE 74 IN THE SECRETARIAL CATALOG

TITLE:

Word Processor

OBJECTIVES:

After reading the instructions that will follow and obtaining the necessary supplies, complete the following tasks in mailable form in approximately 2-3/4 hours (or in three 55-minute class periods).

Task 1 – Type an interoffice memorandum from rough draft copy, making three carbon copies. Attach a note to the manager of each department.
Task 2 – Type sales form letter SL 7 to a prospective customer.
Task 3 – Type sales form letter SL 7 to another prospective customer.
Task 4 – Type a letter in full block style from taped dictation.

PRIOR STUDENT EXPERIENCES:

Completion of Typing I and at least currently enrolled in advanced typing. Instruction in the word processing concept and in the operation of an automatic typewriter is desirable.

NECESSARY EQUIPMENT, SUPPLIES AND RESOURCES:

Electric or automatic typewriter, taped dictation with appropriate recorder, typing paper, carbon paper, typing eraser, pen and pencil, envelopes, a dictionary or word division manual, V-TECS Secretarial Catalog, Office Procedures textbook.

COMPLETION TIME:

2-3/4 hours

METHOD OF EVALUATION:

Teacher will correct student's work using the attached keys. Each task will be determined either as "M" for mailable or "U" for unmailable. (See page 4 in the student booklet for criteria for determining unmailable copy.) A pretest is included and may be used to determine whether students are ready for this simulation.

INSTRUCTIONS:

Task 1 – The instructions for the typist are included on the rough draft. The key contains the memorandum in final form and also a key of what the typist might say in the notes she/he is instructed to write to the manager of each department.

Task 2 – On the first recorded material, dictate the following: "This is Mr. Cannon in the Sales Department. Please type sales form letter SL 7 to Mr. Zeke Taylor, at 1609 Lady Street, in Columbia, zip 29201. Thanks."

Task 3 – On the second tape, dictate the following: "This is Ann Felton in the Sales Department. Please send the sales form letter about the "ZIPPI-FILE" system to Mr. Thomas J. Anderson of the Anderson Retail-Credit Association (there's a hyphen between Retail and Credit). His business address is 1963 Circle Avenue in Anderson, South Carolina. The zip code is 29601. That's all."

Task 4 – On the third tape, dictate the following: "This is Mr. Cannon. Please type the following letter to Mr. Allison (spelled A – l – l – i – s – o – n) V. Cunningham, at 1451 Sunset Boulevard, in Charleston, zip 29401. Dear Mr. Cunningham: Thank you for your employment inquiry of July 15, 19–, in which you expressed a desire to work as a salesperson in our company. Paragraph. We are not currently expanding our sales department personnel. However, your credentials are quite impressive and of the caliber which we seek in our staff personnel. I shall put your resume on file; and, when a position becomes available, I shall get in touch with you. Paragraph. We appreciate your interest in our company and hope that at a future date we may have a position of interest to you. Sincerely, Please get that out before the end of the week."

Note: This simulation has been written primarily for students who do not have access to an automatic typewriter. If you have an automatic typewriter, you may wish to put SL 7 on magnetic tape or card rather than giving the student the hard copy.

Make three tape recordings of the directions for Tasks 2, 3, and 4; or write instructions on forms on page 14.

WORD PROCESSING TERMINOLOGY

1. Word processing is the automation of the typing function starting with the dictator (word originator) and ending with the dispatch of the written document. It involves the use of power or automated typing machines, magnetic dictation units, and rapid messenger service back to the originator.

2. MCST stands for magnetic card selectric typewriter.

3. MTST stands for magnetic tape selectric typewriter.

4. A memory typewriter is an automatic typewriter which can store recorded material in its memory. This material can be recalled and used at a later time. As many as 200,000 characters can be stored in this machine.

5. A correspondence secretary is a person whose principal duty is production typing.

6. An administrative secretary is a secretary whose duties include various secretarial tasks other than production typing.

7. An originator is a dictator.

8. A principal is a person who is assisted by one or more administrative secretaries.

9. Automatic typewriters are any typewriters that are controlled by automated means. Various input medias such as magnetic cards, magnetic tape, etc., are used with these machines.

10. Turn around time is the time it takes the document to get from the originator through the center and back to the originator.

11. Reverse printout is a process in which the typewriter prints from left to right, as is usual, and on the next line will print from right to left. Xerox and Linolex companies use the reverse printout principle.

12. A cathode ray tube is an electronic vacuum tube containing a screen on which information can be displayed. The abbreviation CRT is frequently used to refer to a cathode ray tube.

PRE-TEST

Answer the following questions by placing a circle around the correct answer or writing the appropriate words in the blanks. Record your answers on a separate sheet of paper.

1. **Which of the following is (are) the correct way(s) to arrange the heading of a memorandum?**

   A. TO:

   FROM: SUBJECT: DATE:

   B. TO: SUBJECT:

   FROM: DATE:

   C. TO:
   FROM:
   SUBJECT:
   DATE:

   ---

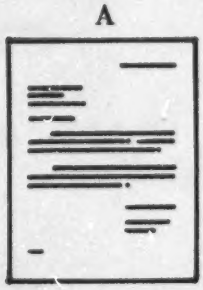
2. **A form letter is typed exactly the same way to all customers.** T____ F____

3. **A form letter is used because the same basic message must be sent to many people.** T____ F____

4. **The automatic typewriter (magnetic card) provides a quick way for completing form letters.** T____ F____

5. **Name the following letter styles.**

A



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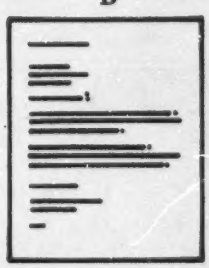
B



_____

C

_____

PRE-TEST

ANSWER KEY

Correct answers to the pre-test are as follows:

1. B and C are correct ways to arrange the heading of a memorandum.
2. A form letter is typed exactly the same way to all customers. (F)
3. A form letter is used because the same basic message must be sent to many people. (T)
4. The automatic typewriter (magnetic card) provides a quick way for completing form letters. (T)
5. A – Modified Block Style (sometimes called semiblocked)

   B – Full Block Style

   C – Block Style

TASK 1 ANSWER KEY

INTEROFFICE MEMORANDUM

TO: Sales Dept.
Accounting/Data Processing Dept.
Purchasing Dept.

SUBJECT: COURTESY TO OUR CUSTOMERS

FROM: Jackson K. Adams

DATE: Current

Unfortunately, I feel that it is necessary to put into writing a statement of policy regarding courtesy on the part of our employees as displayed to our customers or prospective customers. A few years ago a report was published which showed that the reasons for failures of retail firms was in large part due to discourtesy and indifference of sales personnel. Everyday experience will vouch for the fact that lack of courtesy and product knowledge can and does alienate customers. On the other hand, courteous and helpful employees help build business.

The customer is the one who keeps the store income coming in. He/she is important, not only to the company, but to the employee who wants the company to prosper so that he/she can have a job. The customer should be made to feel important. Too often a customer is treated with indifference, particularly at the beginning of his/her association with a firm or if he/she is an infrequent visitor to the firm.

Typical examples of indifference are: one clerk talking to another while the customer waits; a clerk working with stock while the customer waits; a clerk serves another customer first while the one who has been there longer waits; or the clerk conducts a personal telephone conversation while the customer waits. The customer is not at all interested in what the employee is planning to cook for supper and resents having to wait while two clerks agonize over whether to put curry or tumeric in their beef stew.

The success of any business is dependent upon its employees; this is especially true in a firm such as ours where we come in contact with our customers frequently either in person, by phone, or by correspondence. I feel that I must ask your cooperation in a concentrated effort to extend courtesy to our customers in all your dealings with them. Talk with them courteously on the telephone and in person, and always write courteous letters. Keep the customers happy so they will come back!

By this memorandum I do not mean to imply that all of you have been discourteous to our customers. There are some, however, who do fall into this category even though I do not believe they intentionally do so. Please accept this statement as a "reminder" that we can all improve our human relations skills, especially where our customers are concerned.

urs

TASK 2 ANSWER KEY

Current Date

Mr. Zeke Taylor
1609 Lady Street
Columbia, SC 29201

Dear Mr. Taylor:

The Modern Office Supply Company has just received a patent on its new "ZIPPI-FILE" System which will revolutionize the work now being done by secretaries in the traditional offices. Secretaries will at last be freed from the drudgery of manually filing the mountains of paperwork produced daily.

We are very anxious to talk with you about our new system and should welcome the opportunity to bring you into our office to see the system in action. Once you see how well the system works in our office, you can decide for yourself whether you need the "ZIPPI-FILE" System in your company.

Please call 776-2911 and make a date to see our new system; or, if your schedule is irregular, just drop in to see us. One of our salespersons will be glad to show you around.

We look forward to hearing from you. We are anxious to help make the work easier for your secretaries.

Sincerely,

Andrew T. Cannon
Manager, Sales Department

urs

COMPANY NAME PRINTED HERE

Mr. Zeke Taylor
1609 Lady Street
Columbia, SC 29201

TASK 2 ANSWER KEY

TASK 3 ANSWER KEY

Current Date

Mr. Thomas J. Anderson
Anderson Retail-Credit Association
1963 Circle Avenue
Anderson, SC 29601

Dear Mr. Anderson:

The Modern Office Supply Company has just received a patent on its new "ZIPPI-FILE" System which will revolutionize the work now being done by secretaries in the traditional offices. Secretaries will at last be freed from the drudgery of manually filing the mountains of paperwork produced daily.

We are very anxious to talk with you about our new system and should welcome the opportunity to bring you into our office to see the system in action. Once you see how well the system works in our office, you can decide for yourself whether you need the "ZIPPI-FILE" System in your company.

Please call 776-2911 and make a date to see our new system; or, if your schedule is irregular, just drop in to see us. One of our salespersons will be glad to show you around.

We look forward to hearing from you. We are anxious to help make the work easier for your secretaries.

Sincerely,

Ann Felton
Sales Department

urs

TASK 4 ANSWER KEY

Current Date

Mr. Allison V. Cunningham
1451 Sunset Boulevard
Charleston, SC 29401

Dear Mr. Cunningham:

Thank you for your employment inquiry of July 15, 19--, in which you expressed a desire to work as a salesman in our company.

We are not currently expanding our sales department personnel. However, your credentials are quite impressive and of the caliber which we seek in our staff personnel. I shall put your resume on file; and when a position becomes available, I shall get in touch with you.

We appreciate your interest in our company and hope that at a future date we may have a position of interest to you.

Sincerely,

Andrew T. Cannon
Manager, Sales Department

urs

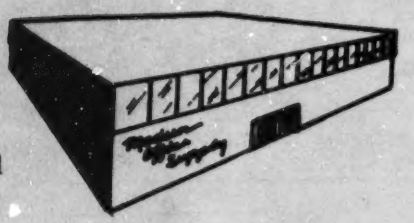
COMPANY NAME PRINTED HERE

Mr. Thomas J. Anderson
Anderson Retail-Credit Association
1963 Circle Avenue
Anderson, SC 29601

COMPANY NAME PRINTED HERE

Mr. Allison V. Cunningham
1451 Sunset Boulevard
Charleston, SC 29401

TASKS 3 and 4 ANSWER KEYS



803-776-2911

MODERN OFFICE SUPPLY COMPANY

"SERVING THE STATE FOR OVER 50 YEARS"

507 Edison Boulevard, Columbia, SC 29209

16

FROM THE DESK OF

_____

FROM THE DESK OF

_____

FROM THE DESK OF

_____

FROM THE DESK OF

_____

TASK SIMULATION

WORD PROCESSING

STUDENT

A

WORD PROCESSOR

Developed by

Katherine H. Cliatt

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

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WORD PROCESSOR

OBJECTIVES:

After reading the instructions that will follow and obtaining the necessary supplies, complete the following tasks in mailable form in approximately 2-3/4 hours (or three 55-minute class periods):

Task 1: Type an interoffice memorandum from rough draft copy, making three carbon copies. Attach a note to the manager of each department.
Task 2: Type sales form letter SL 7 to a prospective customer.
Task 3: Type sales form letter SL 7 to another prospective customer.
Task 4: Type a letter in full block style from taped dictation.

PRIOR STUDENT EXPERIENCE:

Completion of Typing I and at least currently enrolled in advanced typewriting. Instruction in the word processing concept and in the operation of an automatic typewriter is desirable.

NECESSARY EQUIPMENT, SUPPLIES, AND RESOURCES:

Electric or automatic typewriter
Taped dictation with appropriate recorder
Typing paper
Carbon paper
Typing eraser
Pen and pencil
Envelopes
Dictionary or word division manual

SITUATION:

You are one of three correspondence secretaries employed by Mr. Jackson K. Adams, owner and president of the board of Modern Office Supply Company. The company sells supplies to schools, offices and institutions at wholesale prices.

The three corresponding secretaries type most of the correspondence for the company. In addition to checking the dictation equipment regularly to process the incoming work on a first-come-first-served basis, it is your responsibility to keep an eye on the in-basket and take care of any items that have not been dictated on the equipment or that need revision. (Most of the correspondence is taped for transcription.)

Each employee has a procedures manual which should be referred to frequently for questions on formatting, procedures for specific jobs, etc. Unless you already know what to do when you get a job to perform, look in the procedures manual before beginning.

You have just arrived at the office and will now check the in-basket to see if there is anything in it for you to do.

INSTRUCTIONS:

Task 1: Take the interoffice memorandum out of the in-basket. Follow the directions you see written on the page. Be sure to put your reference initials at the bottom of the memorandum. You will be typing all three departments on the original and carbon copies. On the copy that will be sent to the Sales Department, simply put a check mark by Sales Department; for the one going to the Accounting/Data Processing Department, put a check mark by that department; and do the same thing for the Purchasing Department. On the notes you type to attach to the memorandums, be brief and to the point. Check your procedures manual to get the names of the department managers.

Task 2 – Take the taped material out of the dictation equipment and follow the instructions. Mr. Cannon prefers that you use full block style and that you use his title, Manager, Sales Department, in the complimentary closing. Make one carbon copy for the file; don't forget your reference initials.

Task 3 – Take the taped material out of the dictation equipment and follow the instructions. Mrs. Ann Felton prefers the block style letter. Just use Sales Department under her name in the complimentary closing. Make one carbon copy for the file; include reference initials.

Task 4 – Take the taped material out of the dictation equipment and type the letter for Mr. Cannon. Mr. Cannon prefers full block style letter format. Be sure to include his title in the closing as follows:

Andrew T. Cannon
Manager, Sales Department

You will need to make a file copy. Don't forget to put your reference initials.

P. S. If you forgot to make envelopes as you typed the letters, do so now before you take them for signatures.

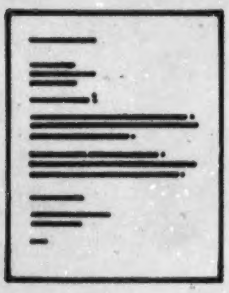
PROCEDURES MANUAL

This page and the following page are excerpts from the Modern Office Supply Company's PROCEDURES MANUAL:

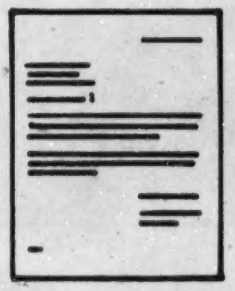
OFFICERS AND DEPARTMENT MANAGERS

President	Jackson K. Adams
Vice President	Mrs. Kay Brewster
Sales Department	Andrew T. Cannon
Accounting/Data Processing Department	Wayne T. Drayfus
Purchasing Department	Miss Lee Escotte

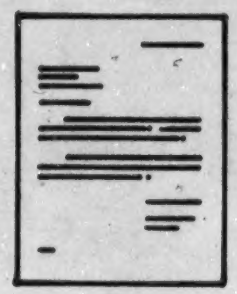
Below are the various styles of letters used within the company.



FULL BLOCK



BLOCK



MODIFIED BLOCK
(Semiblocked)

The date will usually go on line 15. Use appropriate line spaces. Most of the letters to be typed will be average in length. Reference initials should be as follows:

If dictator's name is typed on the letter, type only your initials.
If only dictator's title is typed on the letter, type dictator's initials followed by your own.

Any correspondence containing any of the following will be considered UNMAILABLE and must be retyped before mailing.

Misspelled word
Word division error
Typographical error
Transposition of words
Messy erasures; hole in paper
Material omitted/changed so that meaning is altered
Incorrect punctuation marks for salutation and closing
Right margin too ragged/uneven
Omission of comma after an introductory clause
Omission of apostrophe to show possession
Omission of enclosure notation when one is needed
Placement error
    too high on page
    too low on page
    too far to right on page
    too far to left on page
Omission of a title (Dr., Mr., etc.)
Date omitted
Abbreviation for geographical directions (N. for North)
Omission of punctuation marks between independent clauses
    joined by a conjunction
Omission of comma between words in a series

DO NOT USE paint-on fluids nor the eraser tape for corrections on correspondence that will circulate out of the office. Use our top-quality pencil typewriter eraser. You may use fluids or tape for rough drafts or interoffice correspondence.

Compose a note to each manager telling them to be certain each person in the dept reads the memo.

board + file it in a week or so.

INTEROFFICE MEMORANDUM

TO: Sales Dept
Acct / Data Processing Dept.

FROM: Purchasing Dept.
Jackson K. Adams

SUBJECT: Courtesy to our Customers

DATE: current

Unfortunately, I feel that it is necessary to put into writing a statement of policy regarding courtesy on the part of our employees as displayed to our customers or prospective customers.

A few years ago a report was published which showed that the reasons for failures of many retail firms was in large part due to discourtesy and indifference of the sales ~~persons~~ personnel. Everyday experience will vouch for the fact that lack of courtesy and product knowledge can and does alienate customers. On the other hand, courteous and helpful employees help build business.

The customer is the one who keeps the store income coming in. He is important, not only to the company but to the employee who wants the company to prosper so that he can have a job. The customer should be made to feel important. Often too a customer is treated with indifference, particularly at the beginning of his association with a firm or ~~with a firm which~~ if he is an infrequent visitor to the firm. Typical examples of indifference are: one clerk talking to another while the customer waits; a clerk working with stock while the customer waits; a clerk serves another customer first while the one who has been there longer waits; or the clerk conducts a personal telephone ~~cover~~ conversation while the customer waits. The customer is not at all interested in what the employees is plannning to cook for supper and resents having to wait while two clerks agonize over whether to put curry or tumeric in the beef stew.

The success of any business is dependent upon its employees; this is especially true in a firm such as ours where we come in contact with our customers frequently either in person, or by phone, or by correspondence. I feel that I must ask your cooperation in a concentrated effort to extend courtesy to all our customers in all your dealings with them. Talk with them courteously on the telephone, in person, and always write courteous letters. ~~Remember THE CUSTOMER IS ALWAYS RIGHT! It is far better to be courteous and pacify a customer and keep him happy than to be discourteous and alienate him, possible running the risk of losing his business in the future.~~ Keep the customers happy so they will come back!

By this memorandum I do not mean to imply that all of you have been discourteous to our customers. There are some, however, who do fall into this category even though I do not believe they intentionally do so. Please accept this statement as a "reminder" that we can all improve our human relations skills, especially where our customers are concerned.

JKA
urs

SALES FORM LETTER SL 7

Dear

The Modern Office Supply Company has just received a patent on its new "ZIPPI-FILE" System which will revolutionize the work now being done by secretaries in the traditional offices. Secretaries will at last be freed from the drudgery of manually filing the mountains of paperwork produced daily.

We are very anxious to talk with you about our new system and should welcome the opportunity to bring you into our office to see the system in action. Once you see how well the system works in our office, you can decide for yourself whether you need the "ZIPPI-FILE" System in your company.

Please call 776-2911 and make a date to see our new system or, if your schedule is irregular, just drop in to see us. One of our salespersons will be glad to show you around.

We look forward to hearing from you. We are anxious to help make the work easier for your secretaries.